



# Hospital Substitute Treatment

**CLINICAL QUALITY CARE IN YOUR OWN HOME**

CBHS Group programs can reduce or eliminate  
the time you spend in hospital.



## WHAT IS HOSPITAL SUBSTITUTE TREATMENT (HST)?

The purpose of HST is to limit the amount of time you spend in hospital.

Most people would rather avoid hospital if they can. If they can't, the next best thing is to limit the time spent in hospital. That's exactly what our Hospital Substitute Treatment programs are designed to do.

- Dorothy\* had rehab, nursing and help at home after a bi-lateral knee replacement
- Kristine had nursing and home help after hospital cancer treatment
- Tom\* received physio, meals and domestic help after a hip replacement.

*Because I live on my own, CBHS organised for meals to be delivered, a nurse to look after my wound and a cleaner who came in once a week to tidy up and the physio who came to help me with my exercises.*

DOROTHY

*Once I got home, CBHS contacted me and organised home help, physio, nursing, a dietitian and a mental health nurse. It was fantastic and every single person was lovely and did their job well.*

KRISTINE

*I loved the extra care I received when I got home. I wouldn't change anything about the program. It's a great, caring service.*

TOM

*\*names changed for privacy*



## IS HST COVERED UNDER YOUR POLICY?

If you hold CBHS Group Hospital or packaged cover, there is no additional charge for Hospital Substitute Treatment, so long as the treatment you receive at home is an appropriate substitute for treatment that would otherwise be fully covered in hospital under your policy.

## COULD HST HELP YOU?

If you have a procedure or elective surgery planned, you might be able to avoid staying in hospital or at least reduce the time you spend there by receiving hospital grade care, professional treatment or rehabilitation in the privacy and comfort of your own home.<sup>1</sup>

If you live alone, or might need extra help around the house, we may also be able to arrange cleaning, meal preparation and light domestic duties while you are receiving HST.

There is no obligation to participate in HST.



## RECEIVE THE SAME QUALITY OF CARE AT HOME

Hospital Substitute Treatment programs can provide the same quality of care as traditional, hospital-based care for medically stable patients.

- clinical care for acute or sub-acute conditions
- rehabilitation following joint replacement surgery
- IV drug therapy
- wound dressing
- mental health support
- palliative care
- postoperative care
- physical therapy.

## WHAT ARE THE BENEFITS?

According to NSW Health<sup>2</sup>, hospital care at home may have better outcomes than hospital-based care. Why? Because it's associated with lower readmission rates and reduced mortality.

- Less travelling to and from hospital
- Reduced risk of hospital-acquired infections
- Sleep in the comfort of your own bed
- Recover in the familiar surroundings of home
- Maintain connection with loved ones
- No separation between children and parents
- No need to arrange care for pets.

## WHAT DO MEMBERS THINK?

Here's what members say they like about our HST programs:

*"I felt like they cared about me and my progress. I'm 100% improved."*

*"Best part was coming home and having physiotherapy at home."*

*"The care coordinator was informative when I needed clarification. I am sure this has helped my recovery through a very unfamiliar medical journey."*

*"I consider this service vital."*

*"Great team of professionals."*

*"Amazing."*

*"Excellent service."*

## HOW HOSPITAL SUBSTITUTE TREATMENT WORKS

If you know you're likely to need surgery or a hospital procedure, you can ask to be included on the program. Your treating doctor needs to confirm you're a suitable candidate, and we'll then arrange for the appropriate professionals to visit you and assess your needs.

Every individual has different needs, so your doctor will make the final decision about your suitability for care or treatment at home.

If you've got a scheduled operation coming up and you'd like to be considered for care or rehab at home, talk to us before you go into hospital. Our contact details are at the end of this brochure.

## IS YOUR HOME SUITABLE?

You won't be sent home from hospital while you still need care or treatment unless your treating medical team has made sure your home environment is suitable.

## CAN ANYONE RECEIVE HOSPITAL CARE AT HOME?

With your ultimate health in mind, not everyone's circumstances are suitable for treatment at home. You may not be eligible for a Hospital Substitute Treatment program if you:

- are medically unstable
- have an unclear diagnosis
- require complex care
- are cognitively impaired or physically incapacitated with no live-in carer
- demonstrate poor compliance with medical care
- live in a remote location far from hospital.

## ARE THERE ANY ADDITIONAL COSTS?

There is no additional cost to participate in a CBHS Group Hospital Substitute Treatment program for members who hold Hospital or packaged cover.

The medical services provided must be an appropriate substitute for treatment that would be covered in hospital under your level of cover.

If additional home help services are deemed necessary for you to participate in HST, such as personal care, meal preparation and light domestic duties, CBHS Group will cover the cost of these.

If your doctor recommends healthcare aids, you will be responsible for the cost of these. However, you may be able to claim for items you buy or hire under your Extras cover. Check your policy for more details or call CBHS Health Fund Member Care on **1300 654 123** or CBHS Corporate on **1300 586 462**.



## DOROTHY'S STORY

When 75-year-old Dorothy\* went into hospital to have both knees replaced, she'd already heard about the CBHS Group Hospital Substitute Treatment program. Dorothy spoke to her surgeon, asked if she might be a suitable candidate then called our Health and Wellness team.

"I'm a very independent woman and have Penny, my Jack Russell, at home. She's as old as I am, needs looking after and would be stressed if I wasn't there."

Karen from our Health and Wellness team arranged the necessary services so Dorothy could receive rehab at home.

"Having someone provide the meals and cleaning put me at ease. The physiotherapy was hard at first, but each day became a little easier... I still got up and did things around the house when the physio wasn't there, and I think that sped up my recovery; if I was at hospital, I would just be resting in bed most of the time."

Six months later, Dorothy was back in the garden, strolling around the shops and going to bingo with her friends. She wouldn't hesitate to recommend the program.

*"Yes of course! I've told all my friends about it [HST] and Penny was very happy to have me at home."*



## TOM'S STORY

Tom\* underwent a total hip replacement at the age of 76. At the time, Tom had stage IV prostate cancer and bony metastases. He was also a full-time carer to his wife and their nine-year-old grandson. Tom was responsible for all the cooking, cleaning and driving in the household.

CBHS arranged for Tom to have rehab at home. This included meal deliveries for four weeks and domestic assistance and physiotherapy at home, which meant Tom's wife could also stay at home and avoid a respite admission to hospital.

Tom received support from the Hospital Substitute Treatment program for 12 weeks and he regained full mobility and function.

*"I loved the extra care I received when I got home."*



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Number of member referrals for Hospital Substitute Treatment in 2019-2020



# 1,177

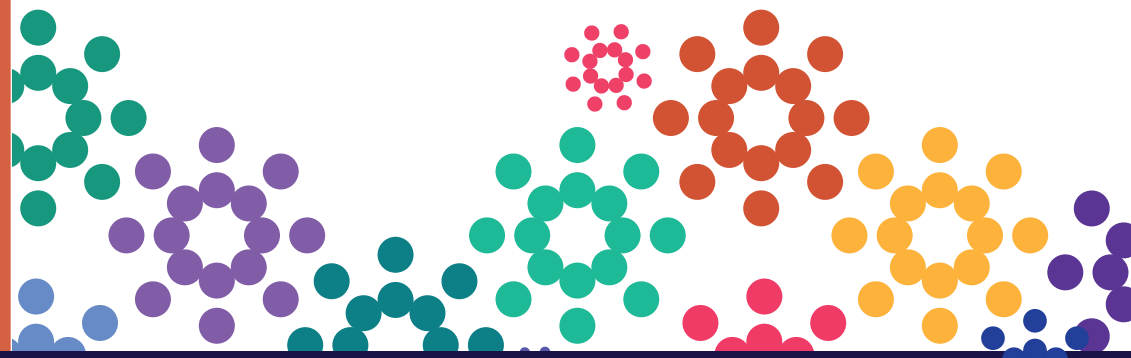
Number of claims for HST in 2019-20



# 93%

Average program satisfaction score

Sources:  
Remedy Healthcare Quarterly Report July-Sep 2020  
Care Connected Service Overview for CBHS Health Fund Jan – Dec 2019



## TAKE THE FIRST STEP

Find out if Hospital Substitute Treatment could help you or a family member.



1300 174 534  
wellness@cbhs.com.au



**CBHS Overseas Students Health Cover**  
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oshc@cbhscorp.com.au



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**CBHS Overseas Visitors Health Cover**  
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### Sources:

1. OVHC Base Hospital does not cover HST
2. [https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/GL2018\\_020.pdf](https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/GL2018_020.pdf)

CBHS Annual Report 2020

Remedy Healthcare Quarterly Report July-Sep 2020

Care Connected Service Overview for CBHS Health Fund January – December 2019